

1 April 2025

Addendum 3 for RFP 25-41

This addendum provides answers to questions submitted by prospective bidders. The University's answers are shown in **RED**.

Amber Floyd

Buyer, Procurement, and Contract Services

1. Can you please clarify the following from Appendix A?

147	R	Must support ITIL.
148	R	Must support ISO 20000.
149	R	Must be 508 compliant.
150	O	Should support CMMI.

- a. ITIL is a framework for effectively managing IT services throughout the entire service lifecycle. The ITIL framework offers guidance and best practices for managing the five stages of the IT service lifecycle: service strategy, service design, service transition, service operation and continual service improvement.
- b. ISO 20000, is the international IT service management (ITSM) standard that enables IT organizations (whether in-house, outsourced, or external) to ensure that their ITSM processes are aligned both with the needs of the business and with international best practice.
- c. ISO 20000 helps organizations benchmark how they deliver managed services, measure service levels, and assess their performance. It is broadly aligned with, and draws strongly on, ITIL®.

- d. Section 508 Standards apply to all digital content (documents, presentations, spreadsheets, etc.), websites, mobile applications, software, and hardware to be accessible to people with disabilities, ensuring they have comparable access to information and services based on Web Content Accessibility Guidelines (WCAG) 2.1 Level AA
- e. Capability Maturity Model Integration (CMMI) has five maturity levels, from 0 to 5.
- f. It is a framework that helps organizations improve their processes to produce high-quality outcomes. It's a structured approach to assessing how well processes are defined, managed, and improved.